

State of Hawaii
Department of Human Services
Benefit, Employment & Support Services Division
Employment/Child Care Program Office

Request for Proposals

RFP No. HMS 305-06-01 - S

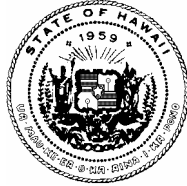
Child Care Payment Services

Date Published: January 8, 2006

Date Due: February 17, 2006

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR



LILLIAN B. KOLLER, ESQ.
DIRECTOR

HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96809-0339

January 9, 2006

MEMORANDUM

To: All Interested Applicants

From: Lillian B. Koller, Esq., Director

SUBJECT: **CHILD CARE PAYMENT SERVICES**
Request for Proposals (RFP) HMS-305-06-01-S

The Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), Employment & Child Care Program Office (E/CCPO), seeks to purchase the services listed above and described in the attached RFP. This is to assist and support the DHS by determining eligibility and providing child care payment services to an estimated **6,000** eligible families residing throughout Hawaii, using established DHS information systems, rules, policies, and procedures, including official departmental forms.

The contract term will be from April 1, 2006 through March 31, 2007. The State, at its option, may extend this Agreement in writing, for four (4) additional twelve month periods, not to exceed March 31, 2011. The DHS will award one contract under this RFP.

The RFP provides information to assist applicants in the preparation of proposals and a budget, including: (1) a description of the services sought; (2) the requirements to be met by the provider; (3) the criteria by which qualifying proposals shall be reviewed/rated; and (4) the criteria for monitoring/evaluating the services. Applicants are to address all parts of the RFP. Proposals shall be mailed and postmarked by the United State Postal Service on or before **February 17, 2006** or hand delivered (including courier mail) no later than 4:30 p.m., Hawaii Standard Time (HST), on **February 17, 2006**, to DHS E/CCPO at 820 Mililani Street, #606, Honolulu, HI 96813. All mail-ins postmarked after 12:00 midnight **February 17, 2006** or hand delivered after the **February 17, 2006** deadline will not be accepted.

The BESSD program staff will conduct an **orientation** to review the RFP requirements on **Thursday, January 19, 2006 from 1:00 p.m. to 3:00 p.m.** HST, at 820 Mililani Street, #606, Conference Room 2, Honolulu, Hawaii. All prospective applicants are encouraged to review the RFP closely and attend the orientation. Inquiries regarding this RFP should be directed to the RFP contact person, Ethel Fleming, at 820 Mililani Street, #606, Honolulu, Hawaii 96813, telephone: (808) 586-0978, fax: (808) 586-5744, or e-mail: efleming@dhs.hawaii.gov.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

ONE ORIGINAL AND FOUR (4) COPIES OF THE PROPOSAL ARE REQUIRED.

**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS)
NO LATER THAN
February 17, 2006**

All Mail-ins

Department of Human Services
Benefit, Employment & Support Services Division
Employment & Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Ethel Fleming
For further info. or inquiries

Phone: 586-0978
Fax: 586-5744

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITE UNTIL 4:30 P.M., Hawaii
Standard Time (HST) February 17, 2006.**

Drop-off Site

Oahu:

Department of Human Services
Benefit, Employment & Support Services Division
Employment & Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

BE ADVISED: Mail-ins postmarked by USPS after **midnight February 17, 2006**, will be rejected.

Hand deliveries will **not** be accepted after **4:30 p.m., HST, February 17, 2006**.

Deliveries by private mail services such as FEDEX shall be considered hand deliveries and will not be accepted if received after **4:30 p.m., HST, February 17, 2006**.

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

II. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services (DHS), State of Hawaii
 Benefit, Employment & Support Services Division (BESSD)
 820 Mililani Street, Suite 606
 Honolulu, Hawaii 96813
 Phone (808) 586-0978 Fax: (808) 586-5744

IV. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	01/08/06
Distribution of RFP	01/09/06
RFP orientation session	01/19/06
Closing date for submission of written questions for written responses	01/25/06
State purchasing agency's response to applicants' written questions	01/27/06
Proposal submittal deadline	02/17/06
Proposal evaluation period	02/21/06- 02/27/06
Provider selection	02/27/06
Notice of statement of findings and decision	02/27/06- 02/28/06
Contract start date	04/01/06

V. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: January 19, 2006 **Time:** 1:00 P.M. to 3:00 P.M. HST
Location: Haseko Center, 820 Mililani Street, BESSD Administration Office, Suite 606, Conference Room 2, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VI. Submission of Questions).

VI. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: January 25, 2006 **Time:** 4:30 P.M. HST

State agency responses to applicant written questions will be provided by:

Date: January 27, 2006

VII. Submission of Proposals

- A. Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website at: www.spo.hawaii.gov, click *Procurement of Health and Human Services* and *For Private Providers*. Refer to the Proposal Application Checklist for the location of program specific forms.
1. **Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
 2. **Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
 3. **Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
 4. **Proposal Application (Form SPO-H-200A)** - Applicants shall submit comprehensive narratives that address all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
 5. **Registration Form (SPO-H-100A)** – If applicants are not registered with the State Procurement Office (business status), this form must be submitted with the application. If applicants are unsure as to their registration status, they may check the State Procurement Office website at: <http://www.spo.hawaii.gov>, click *Procurement of Health and Human Services*, and *For Private Providers* and *Provider Lists...The List of Registered Private Providers for Use with the Competitive Method of Procurement* or call the State Procurement Office at (808) 587-4706.

6. **Tax Clearance(Form A-6)** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal, or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, item III.A.1, Administrative Requirements, and the Proposal Application Checklist to see if the tax clearance certificate is required at the time of proposal submittal. The Tax Clearance Application (Form A-6) may be obtained from the Department of Taxation website at www.hawaii.gov/tax/tax.html.

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are **not** accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Proposal Submittal** - Proposals must be postmarked by USPS or hand-delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Any proposal postmarked or received after the designated date and time shall be rejected. Note that postmarks must be by United States Postal Service or they will be considered hand-delivered and shall be rejected if late. The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Proposals submitted by telefacsimile transmissions, electronic mail, website, or on computer diskettes/cd are not permitted.
- E. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website at <http://www.capitol.hawaii.gov/>. Or go directly to:
http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm
- F. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential, and provide justification to support confidentiality. Such data

shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

VIII. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with section 3-143-403, HAR.

IX. Opening of Proposals

Upon receipt of proposals by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

X. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XI. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XII. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal post-marked or received after the designated date and time shall be rejected. If a final revised proposal is not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit-only*

the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200). After final revised proposals are received, final evaluations will be conducted for an award.

XIII. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XIV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XV. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections §§3-142-202, 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVI. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith.
(Section §3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section §3-141-202, HAR)
- (3) Late proposals (Section §3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section §3-143-609, HAR)
- (5) Proposal not responsive (Section §3-143-610 (1), HAR)
- (6) Applicant not responsible (Section §3-143-610 (2), HAR)

XVII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XVIII. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website: www.spo.hawaii.gov
Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be mailed by USPS or hand delivered to the head of the state purchasing agency conducting the protested procurement and the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B Koller, Esq.	Name: Edwin Igarashi
Title: Director	Title: Fiscal Management Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339	Mailing Address: P.O. Box 339 Honolulu, HI 96809-0339
Business Address: 1390 Miller Street Honolulu, HI 96813	Business Address: 1390 Miller Street Honolulu, HI 96813

XIX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XX. Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXI. General and Special Conditions of Contract

The General Conditions that will be incorporated in the contract are on the SPO website: **www.spo.hawaii.gov**. Special Conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website: www.spo.hawaii.gov

Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The mission of the Department of Human Services (DHS) is to provide high quality, efficient, and effective services designed towards achieving self-sufficiency for clients as quickly as possible and to direct our limited resources toward helping those least able to care for themselves.

The DHS is the State's lead agency for the federal Child Care and Development Fund (CCDF.) The purpose of this CCDF grant is to increase the availability, affordability, and quality of early childhood and care programs. The purpose of this RFP is to contract with an organization to assist and support the DHS BESSD by providing child care promotion, eligibility and payment services to an estimated **6,000** eligible families residing in Hawaii Statewide, using established DHS electronic data systems, rules, policies and procedures, including official DHS forms. The services will enable these eligible families to work, attend school, or participate in job training to lessen dependency on public assistance, and also help to keep intact the family members who receive child protective services that include child care as ordered by the court, without worrying about the substitute child care provided for their eligible children while the caretakers engage in these activities. The reference for families' eligibility for the DHS child care subsidies is contained in Chapter §17-798.1, Hawaii Administrative Rules, or in any subsequent revision to these rules.

All child care payment responsibilities carried out by the First-to-Work (FTW) staff and other DHS contracted "work" programs, including the required background checks of license-exempt providers and their adult household/staff members selected by clients in the FTW and other "work" programs, will be retained by those assigned FTW and respective "work program" staff. In addition, all recruitment services for the DHS Preschool Open Doors (POD) child care subsidy program and payments for families participating in only the POD child care program will be conducted by another entity. These services are excluded from this procurement.

Planning for this procurement included the following: a review of the existing workload of DHS staff that provides child care payment services; a survey of child care services data; discussion with members of the Statewide Child Care Advisory Committee; the department's experience with contracted services; suggestions received from DHS staff and consultants, and considerations of restricted access to State electronic data systems by non-State employees.

B. Description of the goal(s) of the service

The **goals** of this service include: to enable qualified parents or legal caretakers who are employed, engaged in education, or enrolled in a job training program to continue in their chosen “activity” so that they may be able to achieve the goal of economic self-sufficiency without worrying about the basic safety of their children in substitute care while they are occupied in their approved activities; and to provide stability to families who receive child protective services to keep the family members together.

The **objectives** of the contracted services include: complete the child care eligibility determination within 30 days after receipt of the application; issue child care subsidies via the DHS systems within 30 days of eligibility determination; achieve a 95% accuracy rate for determining eligibility of families and the authorized subsidy amounts for eligible families; and conduct case reviews of all families to determine continuing eligibility on a six-month sequence.

C. Description of the target population to be served

Families residing in the State of Hawaii eligible to receive DHS child care subsidies must have monthly adjusted gross incomes that do not exceed 85% of the 2004 State Median Income for a family of the same size. Besides meeting gross income eligibility criteria, eligible caretakers of eligible children in these families must have an “activity” defined as being engaged in employment in exchange for wages or salary, enrolled in and attending school or a job training program, vocational or employment training. Families receiving child protective services with child care services ordered by the court, and DHS foster parents with an eligible “activity” and eligible children are not required to meet the income eligibility criteria. Eligible caretakers can also be those who: have a written offer of employment that is scheduled to start within two weeks; need child care for up to 30 calendar days during a break in employment, if employment is scheduled to resume within 30 calendar days; need up to 30 consecutive days in a 12-month period for the caretaker with or without a work history to job-search when there is no one to care for the child; or have a temporary disability verified by a physician that prevents them from working and caring for their own eligible children for a limited period. Families with one of their children in the POD subsidy program are also to be served by the Contractor.

Children eligible to receive child care services must reside with the eligible caretaker in Hawaii who is working, attending job training or an educational program and meets the income criteria; be under age 13 years and need child care, or are age 13 – under 18 years old but unable to do self-care due to a verified mental or physical disability; or receive child protective services (CPS) provided by DHS to families and siblings of children who are reported to have been or are at risk of being abused or neglected, and reside together, as ordered by the court. The POD program does not require “activity.”

Caseload. The monthly child care payment services delivered is expected to be to an estimated 6,000 families Statewide. However, the contractor must be willing to serve all eligible families until the caseload is capped. The caseload cap can only be invoked by the DHS BESSD Administration, and may be in excess of 6,000 families.

D. Geographic coverage of service

Services shall be delivered to eligible families residing in all the counties in the State of Hawaii to include Kauai, Oahu, Maui (including Molokai and Lanai), East Hawaii, and West Hawaii.

E. Probable funding amounts, source, and period of availability

A maximum amount of **\$2,250,000** in total Federal funding is allocated for the initial contract period **April 1, 2006– March 31, 2007**. The State, at its option, may extend this Agreement in writing, for four (4) additional twelve month periods or parts thereof, not to exceed a total of forty-eight (48) additional months of services up to and including March 31, 2011, upon mutual agreement in writing, subject to increase or decrease per State fiscal year depending on community need, the appropriation and availability of funding to DHS, and the State's determination of satisfactory provider performance, or unless the Agreement is terminated. The option to extend the services will be offered in writing by the DHS.

II. General Requirements**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The Contractor employees are held to a strict confidentiality of information policy.
2. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services, which can be found in the Hawaii State Procurement Office (SPO) website: <http://www.spo.hawaii.gov>

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

No planned secondary purchases

C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

E. Single or multi-term contracts to be awarded

(Refer to §3-149-302, HAR)

☐ Single term (≤ 2 yrs)

☒ Multi-term (> 2 yrs.)

Contract terms:

Initial term of contract: twelve (12) months

Length of each extension: twelve (12) months

Number of possible extensions: four (4)

Maximum length of contract: five (5) years

The initial period shall commence on the contract start date or “Notice to Proceed”, whichever is later.

Conditions for extension: The contract for the proposed services may be extended without the necessity of re-bidding, subject to appropriation and availability of funds to DHS, community need, and the State’s determination of satisfactory provider performance, or unless this Agreement is terminated. The option to extend the services will be offered in writing by the DHS, at least sixty (60) days prior to expiration of the contract. No supplementary agreement shall be binding upon the DHS until the agreement has been fully and properly executed by all parties thereto prior to the start date of agreement. The provider shall not provide any services until the agreement is fully and properly executed.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP.

Contact Ethel Fleming at (808) 586-0978.

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

The Contractor shall promote the DHS child care program and outreach to the communities Statewide; provide and accept child care applications; assist applicants in understanding and/or filling out the child care application; receive applications and supporting documentation, and review for completeness; create individual child care case records; issue notices of action taken; conduct the initial interview and eligibility reviews every six months or as required upon client reporting mandated changes; issue the child care provider information form and consent forms for criminal history and child abuse/neglect

background checks of license-exempt providers; identify and direct individuals required to undergo background checks to personnel identified by the department as responsible to carry out these duties; receive the background check results to decide on the eligibility of the license-exempt providers; authorize monthly child care subsidies during the clients' eligibility periods; receive information about changes on mandated reporting items and take action as necessary; issue notices of approval, missing information or adverse action, and adjust overpayments and underpayments.

The Contractor administrative staff is to conduct periodic reviews of staff work and processing of these tasks to determine accuracy, completeness, and efficiency.

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Use DHS rules. The Contractor shall provide administrative and child care payments authorization services to eligible DHS families residing in the State of Hawaii, in accordance with Chapter 17-798.1 , H.A.R. or the subsequent adoption of revised child care services rules. (See Attachment E for description of basic payment services.)
2. Train staff. The Contractor staff initially hired by the Contractor shall be trained by State staff on the child care rules and policies, and to access the DHS Hawaii Automated Welfare Information (HAWI) and Hawaii Automated Network of Assistance (HANA) electronic systems through DHS networked terminals. The Contractor must establish a plan to train its staff hired after the initial group received training on the child care policies and procedures. However, the DHS shall provide the systems training to all Contractor staff regardless of when they are hired. The initial DHS child care training on child care rules and the HANA electronic system is scheduled for mid-May 2006.
3. Promote services. The Contractor shall promote the child care services program to the public, including providing DHS child care application forms and assistance in completing the child care application form.
4. Use DHS forms; determine family's eligibility. The Contractor shall use appropriate DHS forms; accept child care applications with the required supporting documents and review them for completeness; determine eligibility of the applicant families based on gross income limits by size of family, qualifying "activity" requirements, and child care age and need; provide information on choosing quality child care, State of Hawaii immunization requirements, health and safety measures, and parents' rights and responsibilities; and issue a notice of eligibility status;
5. Confirm provider eligibility. The Contractor shall issue and collect the completed and signed Child Care Certificate and Provider Confirmation Forms and consent forms for a criminal history and child abuse/neglect background check for License-Exempt and Relative child care providers and their adult household/staff members;

enter and maintain License-Exempt and Relative child care providers in the DHS HANA electronic system; identify individuals required to undergo the required background checks, including the FBI fingerprint check, and direct them to the staff designated by the department to conduct the background checks; route the completed and signed forms of License-Exempt and Relative providers and their adult household/staff members to the “background check” staff designated by the department; receive the findings of the background checks, and establish the eligibility status of the child care provider in the DHS HANA electronic system. Children in the POD program attend licensed preschools or military preschools.

6. Authorize payments; issue notices. The Contractor shall authorize and issue monthly child care payments based on DHS rules using the DHS HANA electronic system; establish or deny the families’ and providers’ eligibility based on mandatory reporting issues; authorize and issue continuing monthly child care payment for eligible families; issue appropriate timely and adequate notices to also include adverse actions, and reconcile child care over payments and underpayments. At least one interview (telephone interview is acceptable) with each family at the time of application, except for families exiting TANF assistance or a DHS work program and requesting continuing child care, shall occur before authorizing the initial child care payment.
7. Review cases; provide reports. The Contractor shall review cases periodically on the DHS child care “Simplified Reporting” sequence to ensure that families continue to meet the child care eligibility requirements; collect verification of income, activity and child care need such as pay stubs and time of work, school registration or job training schedule, and child care receipts for cost of care to establish continuing eligibility; monitor utilization of child care; address client and provider complaints; maintain individual case documentation; enter client and child care provider data into the DHS HANA electronic computer system; provide monthly and quarterly program progress reports to the DHS; prepare Branch reports as necessary for clients’ Administrative Appeals of adverse actions taken by the Contractor; prepare and transmit correspondence; engage in public relations activities about the program; adhere to DHS child care policies and procedures; and coordinate operations with DHS staff and other public agencies, non-profit organizations and private businesses.
8. Maintain HANA data. The Contractor is to maintain data in the HANA electronic system for monthly statistical reporting of the numbers of individuals that received services in the various county areas. Additional reports of clients served shall also be prepared and submitted in an agreed upon report format upon the request of the DHS.
9. Control Quality. The Contractor agrees that all eligibility decisions completed by contract staff under this agreement are subject to DHS Quality Control review. Further, that the Contractor shall ensure that a 95% accuracy rate is maintained in determining eligibility for child care payments.

10. Provide public access. The services shall be available during normal State of Hawaii office hours and days of operation, Monday through Friday, 7:45 a.m. - 4:30 p.m., except State holidays. In addition to these hours, the Contractor has the flexibility to provide additional hours of the service activities.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The type of work to be performed by the staff could be done by the equivalent of a State DHS BESSD eligibility worker. Clerical staff is recommended to support the services. At least two staff from the Contractor organization shall be located at each site, if there are multiple sites proposed, to meet the requirements of authorizing and issuing new or replacement Electronic Benefit Transfer (EBT) cards. The organization selected to be the Contractor shall recruit, hire, train and supervise the necessary staff to operate the project. The DHS will consider proposals for a centralized eligibility unit on Oahu. The organization must detail a plan to provide all the services Statewide.

2. Administrative

Equipment. The Contractor shall be responsible to purchase or lease, with the available funding, all the necessary furniture and equipment needed to perform the services. Allowed purchases/leases include chairs, desks, file cabinets, bookcases, copiers, facsimile machines, mail meter, desk telephones for the staff, and adequate furniture for a small reception area. The DHS will provide the specifications for the purchase of servers, computer packages, printers, and system connections.

Meet with State staff. The Contractor, upon request of the State, shall meet with representatives of the State to discuss the progress of the project. The purpose of these visits will be to observe the program operations, examine record keeping procedures, and review case records.

Staff. The Contractor shall be responsible to ensure appropriate staffing at all times during normal State operating hours.

Allowable Costs. The Contractor staff costs shall include FTE salaries and fringe benefits attributable to the operation of this project. "Cost Principles" from the State Procurement Office (SPO) are to be used as a guide for projected expenses and are found on the SPO website at: <http://www.spo.hawaii.gov>. These represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and reimbursements requiring verification and documentation. Please note: individual equipment items that cost \$250 or more require three bids with justification and DHS approval before purchase.

Audit report. The Contractor shall be required to provide an annual internal financial audit report following the A-133 requirements.

Disagreement. When a disagreement between the contractor staff and DHS staff exists in regards to the performance of service activities within the contract specifications, the wishes of the DHS BESSD contracting office staff shall prevail. Failure to comply on the part of the contractor shall be deemed cause for corrective action and is subject to contractual remedies.

3. Quality assurance and evaluation specifications

Records. The organization selected to provide services shall be responsible for keeping comprehensive records of all expenditures, available for monitoring by DHS staff or designee. These records shall include, but are not limited to:

- a. Copies of approved purchase orders signed by the appropriate authority;
- b. Copies of invoices, packing slips, receipts, credit/debit memos and other vendor documents;
- c. Other appropriate internal accounting statements and reconciliation schedules.

Quality control reviews. The Contractor shall be responsible to cooperate with Quality Control reviews conducted by the DHS. Quality Control will review a sample of child care cases every month for errors in eligibility determination and payment issuance. The results of these monthly reviews will be presented jointly to the ECC Program Staff and the Contractor.

Corrective action. The Contractor shall be responsible for immediate corrective action of all child care cases found to be in error. Corrective action plans and evidence of corrective action in cases shall be the responsibility of the contractor each month.

Program records. The Contractor shall be responsible for keeping comprehensive program records, available for monitoring by DHS staff or its designee. The contract will be monitored in accordance with requirements set forth in Chapter 103F, Hawaii Revised Statutes. Contract monitoring may include site visits with comprehensive evaluation of several areas of performance. These include review of conformance with standard contractual requirements; agency files such as personnel files, notes of staff meeting/minutes and training; documentation of service activities including collaboration with community agencies and organizations, and accounting practices. In addition, on-going contract monitoring shall include review of monthly and quarterly program progress reports as required by the DHS, and periodic assessment of the program effectiveness. Evaluation will consist of comparing projected program objectives with outcome performance, and analyzing factors that produced those results.

Self-appraisal. The organization selected to provide the services must maintain throughout the term of the contract a system of self-appraisal and program evaluation to determine the effectiveness of the activities provided in service delivery. The self-evaluation process must include tools or instruments used to identify program achievements and any necessary program corrective action based on the findings during the evaluation.

Quality assurance. The contractor shall establish an effective quality assurance plan to ensure that the child care eligibility and issuance of payments are done accurately and in accordance with the DHS applicable rules and procedures.

4. Output and performance/outcome measurements

Monthly reports. Monthly written reports submitted by the Contractor to DHS BESSD shall address the numbers of families and children served and the amounts of payments by child care program types in each of the islands. Calendar quarter written reports submitted by the Contractor to DHS BESSD shall focus on the description of the achievement level for the various types of child care programs, numbers served for the quarter by island, significant achievements of the program, problem areas and the corrective action taken, and any other pertinent additional comments.. The final annual written summary submitted by the Contractor to DHS BESSD at the end of each State fiscal year shall include cumulative data for the State fiscal year contract period, itemizing the service activities in this Section 2.

Summary report. The final written summary report submitted by the Contractor to DHS BESSD shall be due no later than 45 days after the end of each fiscal year shall include:

- a. Cumulative data for the contract period.
- b. Summary description of goals and accomplishments achieved during the contract period.
- c. Summary description of problem areas addressed and corrective action during the contract period.
- d. Summary financial report of expenditures for this program.

5. Experience

The applicant shall demonstrate a thorough understanding of the purpose and scope of the service activity, as well as be able to demonstrate the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed services.

6. Coordination of services

Coordination and collaboration with the DHS Income Maintenance units, the DHS social workers, the POD program, and the child care providers will be necessary, as stated in Section III B.2. of this RFP.

7. Reporting requirements for program and fiscal data

Monthly expenditure. The organization selected to provide the services shall submit monthly expenditure reports of the contract expenditures-to-date for the operation of the program that will serve as invoices for reimbursement. The form “Subgrantees’ Invoice and Expenditure Report” (SIER) shall be the official form used for the Contractor to request funds for the contract.

Quarterly program progress. The organization selected to provide the services shall submit written quarterly program progress reports to DHS BESSD no later than thirty (30) days after the end of each calendar quarter, describing work accomplished, problems encountered and their resolution, and projections of activities for the next calendar quarter.

Annual. The organization selected to provide the services shall submit a final written summary report of the fiscal year activities to DHS BESSD no later than thirty (30) days after the end of the fourth calendar quarter. This report shall include cumulative data by geographic location, a narrative summarizing the success of project activities, and recommendations to improve services for the next fiscal year.

8. Pricing structure or pricing methodology to be used

Cost reimbursement. The cost reimbursement pricing structure will be used. It reflects a purchase arrangement in which the State pays the Contractor for the budgeted costs that are actually incurred in delivering the services specified in the contract, up to the stated maximum obligation. The budget amount for the operation of the services must not exceed the amount stated in the RFP. The SPO budget forms are to be used in preparing a proposal, and are available on the SPO website at: www.spo.hawaii.gov. **In addition, bonus and penalty functions are included.**

Chapter 103F Cost Principles. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchase of Health and Human Services identified in SPO-H-201 (effective 10/1/98), which can be found in the POS Manual on the SPO website at: <http://www.spo.hawaii.gov>. The Cost Principles represent guidelines in determining which types of expenditures will be reimbursed, payment dollar limits, payment policy constraints, and requirements for verification and documentation. Allowable costs to operate the program are reimbursable on a monthly basis after services are rendered.

Federal regulations. The applicant shall abide by all the Federal regulations as legislated by Public Law 101-508, Omnibus Budget Reconciliation Act of 1990. Title VI of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, P.L. 104-193, effective October 1, 1996, requires that any expenditure made or authorized by the offeror that is subsequently determined by the Federal government to be unallowable shall be repaid to the State or offset against any other funds to which the offeror may be entitled.

9. Units of service and unit rate

Not applicable.

IV. Facilities

The organization awarded the contract shall provide the child care payment services during State office hours, from 7:45 A.M. to 4:30 P.M., Monday through Friday, excluding State holidays, in a centralized location(s) that is accessible to the public on each island, including East and West Hawaii, or from a central location on Oahu. The Contractor may offer additional service hours for maximum accessibility by the public. The Contractor shall have the responsibility to seek, lease, and furnish suitable facilities for the operation of these services.

The organization selected for the award shall operate and maintain equipment and facilities in accordance with all Departmental policy and procedures.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. **See sample Table of Contents.***
- *Typewritten proposals on 8½ x 11 paper may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website: **www.spo.hawaii.gov**. However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

The applicant shall give a brief overview to orient DHS evaluators to the program and services being offered. This section shall clearly and concisely summarize and highlight the contents of the proposal in such a way as to provide the State with a broad understanding of the entire proposal. Include a brief description of the applicant's organization, the goals and objectives related to the service activity, and how the proposed service is designed to meet the problem/need identified in the service specifications.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary knowledge, skills, and abilities relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services. The applicant shall include all available contact information for this listing which should include project/contract identifying information as well as names, titles, addresses, telephone numbers, e-mail addresses, etc., of those individuals the State can contact for verification purposes.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The contractor is to provide the facilities for delivery of services, and shall describe its timetable to secure appropriate facilities.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing Pattern

The applicant shall describe the proposed staffing timetable, staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the Personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable.)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart(s)

The applicant shall reflect the position of each staff and line of responsibility/supervision (include position title, name and full time equivalency.) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

The applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. This can include a daily, monthly, and annual calendar/schedule of activities.

Description of primary services/activities listed in Section II “Scope of Work” shall include, but are not limited to:

- A. Distribution of staff to deliver the required services, including outreach;
- B. Issue applications, authorize payments, send appropriate notices of action;
- C. Collaborate with DHS units, A+ and POD programs, and DOH Inclusion project;
- D. Input data into the DHS HANA electronic system and maintain interface with the DOE A+ electronic system;
- E. Refer license-exempt providers for criminal and child abuse background checks;
- F. Process individuals who have been denied approval and seek explanation;
- G. Establish file folders for individuals containing appropriate forms/findings;
- H. Maintain a statistical data system for reporting/accountability purposes;
- I. Conduct self-evaluation; and
- J. Complete and submit required program progress and financial reports.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

Pricing Structure Based on Cost Reimbursement

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide Budget by Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Budget Justification - Personnel: Salaries & Wages
SPO-H-206B	Budget Justification - Personnel: Payroll Taxes, Assessment & Fringe Benefits
SPO-H-206C	Budget Justification - Travel – Inter-island
SPO-H-206E	Budget Justification - Contractual – Administrative
SPO-H-206F	Budget Justification - Contractual – Sub-contract
SPO-H-206H	Budget Justification - Program Activities
SPO-H-206I	Budget Justification - Equipment Purchases

All budget forms, instructions and samples are located on the SPO website: www.spo.hawaii.gov. Special Instructions for Forms SPO-H-205A and SPO-H-205B are located in Section 5, Attachments.

Pricing Structure to Include Bonus/Penalties Structure

Applicants are to submit proposed budgets to include potential bonuses as a line item to encourage accuracy and completeness of work performance. There also may be up to a 10% penalty imposed if certain accuracy requirements are not met.

Please note that the bonuses and penalties will be based on the total annual (state fiscal year) expenditure amount reported to the Department and *not* on the total allocated contract amount.

The Contractor shall be eligible for **bonuses** if the following conditions are met:

Payment accuracy rate 100%: = 5% bonus based on the total expenditure for the contract period.

Payment accuracy 99%=4%

Payment accuracy 98%=3%

Payment accuracy 97%=2%

Payment accuracy 96%=1%

The Contractor shall incur **penalties** as follows:

Payment accuracy 94% = 1% penalty based on total expenditures for the contract period.

Payment accuracy 93% = 2%

Payment accuracy 92% = 3%

Payment accuracy 91% = 4%

Payment accuracy 90% or below = 5%

The penalty amount shall be the sole responsibility of the Contractor and shall not be charged to the contract.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the POS Proposal Application (may be attached):

- a. The applicant is to submit the organization's most recent financial audit.
- b. The applicant is to submit a copy of the organization's financial policies that relate to the expenditure of funds for this project.

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

VI. Other

Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of POS Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Threshold

<u>Evaluation Categories</u>		<u>Possible Points</u>
Administrative Requirements		
Proposal Application		100 Points
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	15 points	
Service Delivery	55 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

(1) Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Tax Clearance Certificate

(2) POS Proposal Application Requirements

- POS Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of POS Proposal Application (100 Points)

Each section listed below shall be evaluated using the following criteria:

Weighted points (0-5) for each sub-area will be given. The sum of weighted points given by the evaluators in all areas of each section will be divided by the maximum weighted points that could be allotted for that area. This quotient will be multiplied by the points assigned to each area, which is noted in parenthesis. The product will be the score for that area.

1. Program Overview (0 Points)

- No points are assigned to Program Overview.
- The intent is to give the applicant an opportunity to orient evaluators as to the service(s) being offered.

2. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

- Demonstrated skills, abilities, knowledge of, and experience relating to the delivery of the proposed services.

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- Demonstrated capability to coordinate services with other agencies and resources in the community.

3. Project Organization and Staffing (15 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

- The proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Minimum qualifications (including experience) for staff assigned to the program.
- Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart(s). (Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks).

4. Service Delivery (55 Points)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the POS Proposal Application.

- Extent to which the proposal clearly describes the overall program content and design.
- Extent to which the proposal describes management oversight of the project, including clarity of work assignments and responsibilities at the various sites.
- Extent to which the proposal describes program goals and objectives that are consistent with those identified in the RFP.
- Extent to which the proposal demonstrates flexibility in service delivery.
- Extent to which the proposal describes collaboration with other community resources.

- Extent to which the proposal describes quality assurance.

5. Financial (10 Points)

Pricing structure based on cost reimbursement:

- Personnel costs are reasonable and comparable to positions in the community.
- Non-personnel costs are reasonable and adequately justified.
- The budget supports the scope of service and requirements of the Request for Proposal.
- Accounting system is adequate.
- Financial policies for the use of funds for this service is clearly presented.
- Tax Clearance Certificate (Form A-6) – An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS).
- Most recent Audit Report

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

Section 5

Attachments

<u>Attachment</u>	<u>Document</u>
A	Competitive Proposal Application Checklist
B	Sample Proposal Table of Contents
C	Special Instructions for Forms SPO-H-205A Organization-Wide Budget by Source of Funds and SPO-H-205B Organization-Wide Budget by Programs
D	Special Conditions
E	Required Activities for Child Care Payment Services

Attachment A

Competitive Proposal Application Checklist

Proposal Application Checklist

Applicant: _____

RFP No.: HMS 305-06-01-S _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the Proposal Application. *SPO-H forms are located on the web at <http://www.spo.hawaii.gov> Click *Procurement of Health and Human Services* and *For Private Providers*.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	(Required if not Registered)	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions as applicable, Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions, Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Organization Chart	Section 3, RFP	POS Manual	X	
Audit Report (Most Recent)	Section 3, RFP	POS Manual	X	

 Authorized Signature

 Date

Attachment B

Sample Proposal Table of Contents

Proposal Application Table of Contents

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B.	Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
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VI.	Litigation.....	20
VII.	Attachments	
A.	Cost Proposal	
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	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Inter-island	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 2005	
C.	Organization Chart	
	Program	
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D.	Performance and Output Measurement Tables	
	Table A	
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E.	Program Specific Requirements	

Attachment C

Special Instructions

Form SPO-H-205A Organization-Wide Budget by Source of Funds

Form SPO-H-205B Organization-Wide Budget by Programs

These forms are required. All budget forms, instructions and samples are located on the SPO website at <http://www.spo.hawaii.gov>.

Attachment D

Special Conditions

Special Conditions

1. Time of Performance

- a. The PROVIDER shall provide the services required under this Agreement for a period of one year, from April 1, 2006, to and including March 31, 2007, unless otherwise terminated.
- b. The State, at its option, may extend this Agreement in writing, for four (4) additional twelve month period, not to exceed a total of forty-eight (48) months of services ending on March 31, 2011, subject to appropriation and availability of funds, the State's determination of satisfactory provider performance and community need, or unless this Agreement is sooner terminated as hereinafter provided.

2. Confidentiality

- a. The PROVIDER shall keep records to document information acquired about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the PROVIDER except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601, and only after prior written notification to DHS.

3. Interpreter Services

- a. The PROVIDER shall utilize the interpreter services contracted by the Department.

4. Liability Insurance

Notwithstanding the "General Conditions" for all Chapter 103-F procured contracts, where section 1.4 addresses the liability insurance in a combined amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00), the Department of Human Services requires that the PROVIDER obtain, maintain, and keep in force throughout the period of this Agreement liability insurance (the "Liability Insurance") issued by an insurance company in a combined amount of at least TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00), or such lesser amount requested in writing by the PROVIDER, and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The Liability Insurance shall provide that it is the primary insurance for the State of Hawai'i, the

purchasing agency, and their officers, employees, and agents from any liability arising out of or resulting from occurrences connected with the PROVIDER'S performance under the Agreement. Prior to or upon execution of the Agreement, the PROVIDER shall obtain a certificate of insurance verifying the existence of the necessary liability insurance coverage, including the coverage of the State of Hawai'i, and its officers, employees, and agents. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER, upon renewal of the policy, shall promptly cause to be provided to the State of Hawaii an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawaii thirty (30) calendar days' written notice of the intended cancellation.

5. Use and Occupancy of State Owned or Leased Building or Space.

For the duration of this AGREEMENT, unless notified otherwise, the PROVIDER shall provide the services described in the SCOPE OF SERVICES from a **privately secured location**. If the location is in a State owned or leased building, the following provisions apply:

- a. The PROVIDER shall comply with all general rules and regulations concerning the use and occupancy of the Building notwithstanding any provisions in the AGREEMENT to the contrary. These general rules include, for example, use of common areas, hours of operations, State holidays, security measures, and all pertinent fire and building codes.
- b. The Department may notify the PROVIDER in writing of its intent to withdraw the area. The PROVIDER must vacate the area within 30 business days following the receipt of the notice. The Department may withdraw the area for any reason, at any time during the duration of the AGREEMENT, and for the Department's sole convenience.
- c. At this time, the Department is not providing any parking stalls for the PROVIDER. Should parking space become available, the Department may offer the PROVIDER the use of available parking spaces. Any stalls that become available and are used by the PROVIDER are unreserved, and the PROVIDER shall pay to the Department of Accounting and General Services, Automotive Management Division, State of Hawaii, \$10 more per stall per month than the prevailing rate for State employee parking. Parking shall be made available for the PROVIDER's clients on the same basis as parking is made available to the general public.
- d. Charges and other Cost: The PROVIDER must follow the guidelines utilizing the appropriate departmental forms when purchasing office

supplies, equipment or furniture valued at \$250.00 or more. This procedure will be incorporated into the completed contract.

- e. Without limiting the PROVIDER's obligations under paragraph 7 of the General Conditions, entitled Indemnification and Defense, the PROVIDER hereby specifically agrees to indemnify the Department against any claim and to reimburse the Department for any damage or property loss caused by the PROVIDER or its clients as a result of operating from the designated areas.
- f. The PROVIDER assumes full responsibility for all personal property of the PROVIDER, its employees, or clients of the PROVIDER brought onto the designated areas, and the Department shall not be liable for any damage done to or loss of such personal property caused by any co-tenant, visitor, or occupant at the locations listed above.
- g. The Department shall not be held liable or responsible for any loss suffered or damage to the PROVIDER's business or for any personal injury suffered by the PROVIDER's employee or PROVIDER's clients caused by any co-tenant, visitor, or occupant at the locations listed above.

ATTACHMENT E

REQUIRED ACTIVITIES FOR CHILD CARE PAYMENT SERVICES

Step 1:Family Request for Child Care Application

When a family requests an application for child care, the Contractor provides form DHS 910- *Application Cover Letter* and the form DHS 911- *Application for Child Care Services*.

Step 2:Family Applies for Child Care Service Benefits

Families in the community may be eligible for child care payments as long as: (1) their monthly gross income does not exceed 85% of the State Median Income (SMI) by size of family, based on the year 2004; (2) they have a child residing with them age birth to 5 to 13 years old, or age 13 – under 18 years old but unable to do self-care due to a verified mental or physical disability, and need child care; and (3) they are employed, enrolled in school, or participate in a job training program. If necessary, the Contractor is expected to assist clients in filling out an application.

Applications must be submitted in writing on the form DHS 911 by the caretaker or authorized representative.

Step 3:Child Care Application Review

Applications are submitted for review either by mail or they are hand delivered. When applications are received, they must be reviewed for completeness.

Clerical staff shall review applications to ensure that there is documentary evidence for: age of the child, relationship to the applicant, reason for the child care, and gross monthly income of the applicant.

After review, the Contractor will notify the applicant to correct any inaccuracy and/or provide supporting documentation. Incomplete applications shall be returned to the applicant with the form DHS 912A,

Request for Additional Information Letter, specifying how the application is incomplete or what supporting documents are missing.

The date of the application is the date that the signed application is received by the office. To be complete, the application must also contain all supporting documentation.

Step 4: **Child Care Interview**

Once the application has been received in its entirety, the Contractor will conduct a brief interview to ascertain that all information provided is correct. This interview can be in-person or over the phone, as long as the information is verified. Staff shall send the form DHS 912 *Notice of Intake Interview*. This form notifies the applicant to contact the unit to arrange for an interview date/time. Applicants have 10 days to contact the unit. If no contact is made after 30 days from the date of application, then the application shall be denied.

Priority applicants, in accord with §17-798.1-7 of the Hawaii Administrative Rules, are as follows: (1) CPS referral; (2) Transitional Child Care referrals; (3) Very low Income Families; and (4) other qualifying families that are employed, attending school or in a job training program.

Interviews must be completed no later than the 30th day after the application is deemed complete. Interviews not completed by that date result in the client being presumptively eligible.

After the interview is completed, parent/consumer education information shall be provided by the supervisor, designated staff member, or a contractor. The Center on the Family from the University of Hawaii is available to provide this information on Oahu.

Step 5: **Eligibility Determination**

With all information in hand, eligibility will be determined in accord with Hawaii Administrative Rules §17-798.1 or any other subsequent rule revision. Determination of eligibility also includes ascertaining client

cost share. Before the end of the interview, the form DHS 918, *Child Care Certificate and Provider Confirmation Form* shall be given to the client. In addition, the form DHS 919, *Health and Safety Guidelines for Child Care Services*, along with the form DHS 948, *Consent to Release for Background Clearances and Disposition* shall be provided to the client as well.

The Contractor shall also provide the following information as appropriate: the booklet *Choosing the Right Caregiver for your Keiki*; the form DHS 919, *Health and Safety Guidelines*; and the DOH booklet *40K-EPI Important Notice to Parents- School Health Requirements*.

If for some reason, additional information is still needed after the interview, the form DHS 912B *Post-Intake Interview Request for Additional Information Letter* shall be used to request additional information. Failure to respond to the form DHS 912B form after 10 days shall result in the application being denied.

Step 6: **Disposition of the Child Care Application**

The worker shall make a disposition on the child care application within 30 days. Disposition options include: eligibility; ineligibility due to failure to complete the application process; ineligibility according to policy; and withdrawal of the application by the applicant.

If an application is determined eligible for services, this means that the caretaker: has income that does not exceed 85% of State Median Income for 2004 for size of family; has a child of an appropriate age for the type of care requested; has a legal relationship to the child; and the caretaker has a qualifying reason for care; i.e., working, going to school, or attending job training; or child care is ordered by the court for child protective services reasons.

The types of providers that can be approved are: Licensed Group Child Care Centers (13 or more children); Licensed Group Child Care Homes (7-12 children), or Licensed Family Child Care Homes (1-6 children). In addition, legal license-exempt care can be approved after background checks of the adult household/staff members for criminal and child abuse/neglect history have cleared.

Background check activities require that providers be free of certain criminal convictions, and that they not have a confirmed child abuse or neglect history. Child Care Licensing staff clear all Licensed providers. For license-exempt providers, the Contractor must obtain the background check clearances before they are approved to care for a child. The Contractor shall provide the client with the appropriate number of form DHS 948. The forms shall be completed and signed by the provider and adult household/staff members and returned to the client who submits them to the Contractor. This form must be on file before a check can be done. No provider will provide care to a child and be eligible to receive a DHS child care subsidy without this form completed and the background checks conducted.

Background checks of license-exempt providers are performed under a separate contract. The child care payment Contractor must refer the provider, through the client, to the proper location to be fingerprinted for an FBI check and also for a Criminal Justice Information System (CJIS) criminal history name check to be conducted. DHS staff will do the suitability determination, based on the background check results, and notify the Contractor if the background checks have cleared or not.

Similarly, child abuse and neglect checks are conducted on license-exempt providers by other contract staff. The DHS staff performs the suitability review. The results of this check will be reported to the Contractor at the same time as the finding for the criminal history check.

Clients shall also review and sign the form DHS 916 *Parent/Guardian Rights and Responsibilities*. The applicant shall receive a copy of this form and the original is filed in the case record.

Once all documents are returned and properly filled out/executed, then payment can be authorized. At this point, the form DHS 921 *Notice of Disposition of Application for Supportive Service Payment* shall be provided to the client. Any provider determined to be inappropriate shall result in the applicant being sent a form DHS 990 *Notice of Reduction or Termination of Supportive Payment* to inform the client that the provider/member of a legally exempt provider “poses a risk”. Payment cannot be authorized until an appropriate provider has been identified and all forms have been turned in.

Step 7:**Authorization/Issuance of Payment**

Approved payments shall be entered into the official DHS BESSD payment system known as the Hawaii Automated Network for Assistance (HANA). Payments shall be entered for each child authorized to receive child care.

Step 8:**Reporting Requirements**

Clients determined eligible will be approved for six month intervals. Prior to the end of the six month period, the client must report all eligibility information again. During the six month term, certain mandatory changes must be reported within ten days of the change. They are: gross monthly income, if it exceeds 130% of the Federal Poverty Level for 1993; place of residence and mailing address; family composition; and child care provider, cost, type, and hours of child care.

Other changes that must be reported are: changes in employment, educational program or job training that result in a loss of that activity; other anticipated changes in the individual's situation that may affect the individual's eligibility for child care assistance; and application for AFDC (TANF) assistance.

The Contractor shall take proper action on the reported changes within 30 days of receipt if it affects the client's eligibility for child care.

Step 9:**Eligibility Review**

Re-determination of eligibility shall be done in the same manner as the disposition of an application, using the appropriate DHS forms. Termination of eligibility for child care benefits shall occur when: the caretaker does not complete the eligibility review process; the application form prescribed by the department is not signed and dated; the family does not meet all eligibility requirements; the child care provider does not meet DHS requirements; the verification of child care cost is not submitted timely; the conditions at initial eligibility determination have changed and child care is no longer needed; the family has not used child care or has excessive unexcused absences; there is voluntary termination;

the family is unable to utilize child care services; the family's whereabouts are unknown; the client fails to submit any requested information in a timely manner; or the DHS determines that there are insufficient funds in accord with its rules.

Step 10: **Timely and Adequate Notice**

The Contractor shall inform the caretaker with timely and adequate notice before decreasing or terminating child care subsidies. For timely notice, notification shall be sent at least 10 calendar days prior to the effective date of the action. For adequate notice, the Contractor shall provide the following in writing to the caretaker: the proposed action and reason; the DHS rules supporting the action; the name and phone number of a contact person; and the family's right to request a conference or an Administrative Appeal (fair hearing.)

Adequate notice by itself is sufficient when: the caretaker is deceased; the caretaker/child leaves the State; the family requests a discontinuance of child care subsidies; or the family's whereabouts are unknown.

Step 11: **Establishment and Maintenance of Case Records**

The Contractor shall establish a case record for each application that is received. This case record must contain all pertinent information relative to the client. Copies of the application, all pertinent DHS forms issued and received, and all supporting documentation submitted by the client shall be maintained in this file. The hard copy record is the official record of the Department.

The case record shall be maintained throughout the time that the case is open. Copies of all notices to the client, requests for fair hearing and disposition documents shall also be kept in this record. The Contractor shall also maintain a contact log in the case record that fully depicts all contacts with the client whether in-person, by mail, or by telephone.